



The Benefits Bulletin

Statewide Benefits
Office

March 12, 2020

Patient Safety Awareness Week

March 8 - 14, 2020 is Patient Safety Awareness Week! Everyone interacts with the healthcare system at some point in life. Quality and safe health care is a team effort, and as a patient, you play an important role. Here are some tips to help you focus on health and safety and make the most of the next visit to your doctor or hospital:

- Bring all of your prescription drugs; over the counter meds; vitamins, herbs and supplements; drops, creams, patches and inhalers; and testing or self-monitoring supplies.
- Inform staff about your allergies.
- Cover your mouth and nose when sneezing or coughing by using tissues or your elbow.
- Clean your hands and remind others to clean theirs too. Don't hesitate to remind your healthcare providers to clean their hands and wear gloves.
- Bring a family member/ friend as your advocate.
- Speak up if you have questions or concerns. If you get an answer and still don't understand, ask again.
- If your provider has an online patient portal, sign up and use it to access your test results, appointment information, discharge instructions and more.



For additional information on quality and patient safety, including tools for comparing doctors and hospitals, visit SBO's [Choosing the Right Care](#) page.

Hidden Treasures Find the hidden code on the Choosing the Right Care page on our website and email the code to sbo.communications@delaware.gov (Subject: Hidden Treasures). A random drawing from all correct responses received by the end of the month will be conducted for a prize. Congratulations to last month's winner, William Kirsch, from DelDOT!

SEBC Spotlight - Coronavirus

State of Delaware Health Plan (either Highmark Delaware or Aetna) members who have [symptoms](#) of the Coronavirus Disease (COVID-19) should first call their Primary Care Provider (PCP) or use telemedicine services **instead** of heading to the doctor's office, urgent care or emergency room right away, in order to help protect themselves and other patients at those locations from exposure. If someone does not have a PCP or cannot reach their PCP, people covered under the State of Delaware Health Plan have access to telemedicine services. Telemedicine is a service that allows you to have an online video consultation with a doctor wherever you are, by using your computer, tablet or smartphone. You can use telemedicine services and speak with a doctor to receive a diagnosis and get recommended treatment. The doctor can even prescribe medications when appropriate.

[Amwell](#) or [Doctor on Demand](#) are the telemedicine vendors for Highmark Delaware members and [Teladoc](#) is the telemedicine vendor for Aetna members. There is little to no cost to members for using these services, depending on your health plan.

Employees who are not covered under a State of Delaware Health Plan should contact their Primary Care Provider first. Additional information can be found via de.gov/coronavirus and through the Division of Public Health's call center at 1-866-408-1899.

Employee Spotlight

"I recently used Doctor on Demand for a minor health issue. I was able to schedule the appointment at 6am, a time that was convenient for me before I started the rest of my day. I was given the option to use the app on my phone or the webcam on my laptop. I signed into the site at the time of my appointment and waited fewer than five minutes for the doctor. The doctor was incredibly knowledgeable and helpful, and my prescription was sent to the pharmacy immediately..."

[Read the full testimonial.](#)

~Michelle K., Delaware Tech